

Redmine - Defect #20143

Mailhandler cannot handle 4-byte characters

2015-06-21 20:18 - Ragnar Nevries

Status:	New	Start date:	
Priority:	Low	Due date:	
Assignee:		% Done:	0%
Category:	Database	Estimated time:	0.00 hour
Target version:		Affected version:	3.0.2
Resolution:			
Description When receiving an e-mail containing a 4-byte character (an apple-emoji in the example), the mail-handler dies with Mysql2::Error: Incorrect string value: '\xF0\x9F\x98\x89' for column 'description' at row 1: INSERT INTO `issues` (`project_id`, `author_id`, `priority_id`, `tracker_id`, `status_id`, `subject`, `description`, `start_date`, `updated_on`, `created_on`, `lock_version`) VALUES (15, 4, 2, 3, 1, 'Emoticon test', 'Here comes an emoji: ?~_~X~I', '2015-06-21', '2015-06-21 18:05:05', '2015-06-21 18:05:05', 0) and no ticket is created.			
Related issues: Related to Redmine - Patch #19742: RedmineInstall: MySQL: collation_database Closed Related to Redmine - Feature #31921: Changes to properly support 4 byte chara... Closed Has duplicate Redmine - Defect #10772: 4-byte utf-8 characters Closed			

History

#1 - 2015-06-22 05:51 - Toshi MARUYAMA

- Priority changed from High to Low

#2 - 2015-06-22 05:52 - Toshi MARUYAMA

- Category changed from Email receiving to Database

#3 - 2015-06-22 05:53 - Toshi MARUYAMA

Try utf8mb4 ([#10772#note-7](#)).

#4 - 2015-06-22 05:55 - Toshi MARUYAMA

- Related to Patch #19742: RedmineInstall: MySQL: collation_database added

#5 - 2015-06-22 06:09 - Toshi MARUYAMA

- Has duplicate Defect #10772: 4-byte utf-8 characters added

#6 - 2015-06-24 21:15 - Ragnar Nevries

Toshi MARUYAMA wrote:

Try utf8mb4 ([#10772#note-7](#)).

In fact, that solves the problem, but it does not work for all tables:

```
MariaDB [redmine]> ALTER TABLE changesets CONVERT TO CHARACTER SET utf8mb4 COLLATE utf8mb4_unicode_ci;  
ERROR 1071 (42000): Specified key was too long; max key length is 767 bytes
```

```
MariaDB [redmine]> ALTER TABLE schema_migrations CONVERT TO CHARACTER SET utf8mb4 COLLATE utf8mb4_unicode_ci;  
ERROR 1071 (42000): Specified key was too long; max key length is 767 bytes
```

Wouldn't it be great to have this character encoding used per default or as an option for mysql? Four byte unicode characters are not that rare these days, especially in emails (where the emails client converts ASCII-things to utf8). Sorry if this is already possible, I'm using the great sameersbn Dockerfile for installing/running redmine.

#7 - 2015-06-25 08:26 - Toshi MARUYAMA

Ragnar Nevries wrote:

Wouldn't it be great to have this character encoding used per default or as an option for mysql?

Redmine does not define creating database process.
I don't prefer defining MySQL encoding ([#19742#note-3](#)).

I'm using the great sameersbn Dockerfile for installing/running redmine.

Please ask its maintainer.

#8 - 2015-12-15 09:57 - Peter Pfläging

Ragnar Nevries wrote:

Toshi MARUYAMA wrote:

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It works for all tables, if you change the ROW_FORMAT in MySQL/MariaDB to DYNAMIC!
I've made a script for that <http://www.pflaeging.net/blog/archives/938> (Sorry, it's in german, but the script ist in sh ;-))

#9 - 2019-08-17 18:15 - Marius BĂLTEANU

- Related to Feature #31921: Changes to properly support 4 byte characters (emoji) when database is MySQL added